

Terms and Conditions

Effective Date: [Insert Date]

Last Updated: [Insert Date]

Welcome to Cronida Industrro Tools & Supply Equipment (“Cronida”, “we”, “us” or “our”). These Terms and Conditions (“Terms”) govern your access to and use of our platform and services available at [insert website URL].

By registering, accessing or using our platform, you agree to be bound by these Terms. If you do not agree, please refrain from using our services.

1. User Eligibility

a. Suppliers

Only **verified manufacturers and distributors** are allowed to register as suppliers on Industrro.

b. Buyers

Only **retailers and individual consumers** are allowed to register as buyers.

All users must provide accurate and verifiable information during registration. We reserve the right to verify user identities and reject any application at our sole discretion.

2. Permitted Products for Resale

Suppliers are only allowed to list or resell the following categories of products:

- Tools
- Machinery
- Electronic equipment and components
- Spare parts
- Engine oil, grease, lubricants

Any listing outside of these categories may lead to removal and/or account suspension.

3. Payment Terms

We accept the following payment methods:

- UPI
- Net Banking
- Credit/Debit Card
- Bank Transfer
- Digital Wallets

Full payment is required at the time of order placement. We do not currently offer credit terms or pay-later options.

4. Order Fulfilment and Delivery

- All deliveries are handled via **Industrro's logistics partners** or **in-house delivery vehicles**.
 - Suppliers are responsible for preparing the order for dispatch within **24 hours** of receiving an order.
 - Once shipped, buyers will receive a tracking ID or notification.
 - Industrro reserves the right to cancel or delay delivery in the case of force majeure or logistical challenges.
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5. Order Cancellation and Refunds

- Buyers can cancel orders **before the product is shipped**.
 - Upon successful cancellation, the **refund amount will be credited to the buyer's Industrro wallet**.
 - If a buyer initiates frequent cancellations without valid reasons, Industrro reserves the right to suspend or terminate the account.
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6. Return, Refund & Damage Claims

We support returns and refunds under the following conditions:

- Return requests must be made within **2 days** of delivery.
 - Products must be unused, in original condition and accompanied by the invoice.
 - Damaged or defective products must be reported with evidence (images/video).
 - Refunds for approved returns or damage claims will be processed within **3–5 business days**.
 - Industrro is responsible for return shipping.
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7. Product Listings and Quality

- All products on Industrro are listed by **third-party suppliers**.
 - Industrro does not manufacture or stock these products.
 - The **supplier is solely responsible** for the quality, authenticity, description and warranty of the products.
 - Buyers should review supplier credentials and product specifications before purchase.
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8. Account Suspension and Termination

Industro reserves the right to suspend or terminate user accounts without notice in the following situations:

- Fraudulent activities or false documentation
- Repeated order cancellations or return requests without valid reasons
- Violation of platform policies
- Abuse or misuse of platform features

Suspended users may not re-register without written approval.

9. Limitation of Liability

Industro is not liable for:

- Product defects or warranty issues (handled by supplier)
- Delays in delivery caused by third-party logistics providers
- Losses arising from user errors during payment or order placement

Industro's total liability shall in no case exceed the value of the transaction in dispute.

10. Dispute Resolution and Governing Law

In the event of any disputes or claims:

- Users are encouraged to contact our support team for resolution.
 - If unresolved, such disputes will be governed by the **laws of the State of Assam, India**, and subject to the jurisdiction of competent courts located in Assam.
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11. Modifications to Terms

Cronida Industro Tools & Equipment Supply reserves the right to update or change these Terms at any time without prior notice. Changes will be posted on this page and take effect immediately. Continued use of the platform constitutes your acceptance of the revised Terms.

By accessing or using the Cronida platform, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.
